

# ***Headquarters Air Reserve Personnel Center***

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## ***Personnel Services Delivery Transformation Briefing***





# *Overview*

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- PSD Transformation: What is it?
- What's Changing
- How You Will Conduct Personnel Transactions In The Future
- What This Means to You
- How To Get Ready





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# ***PSD Transformation***





# ***PSD: What is it?***

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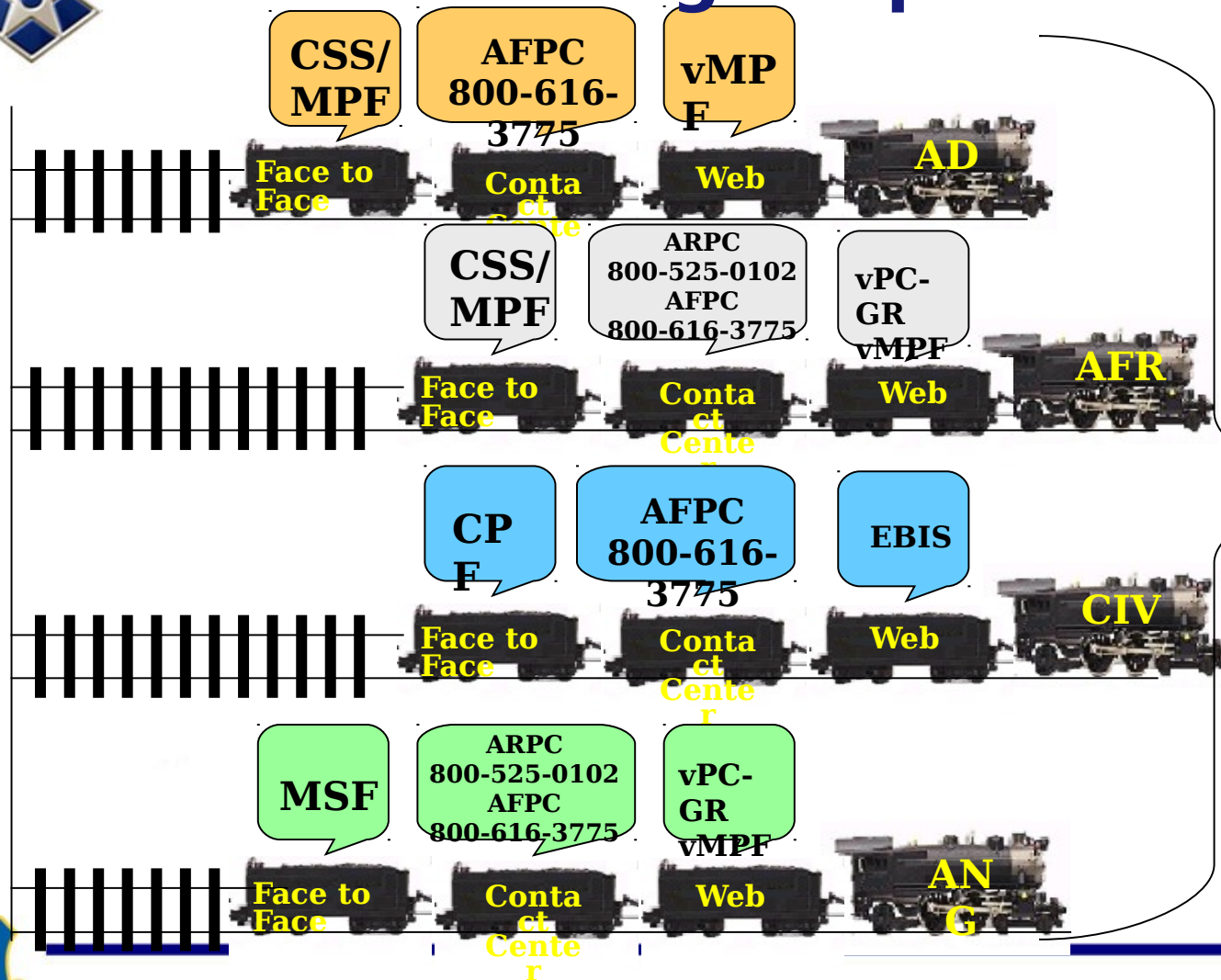
- **PSD Transformation is the Air Force's program to:**
  - **Improve accuracy** by reducing steps and enabling Air Reserve Component Airmen to interact with the Reserve Contact Center at HQ ARPC
  - **Expand capability** to a 24/7 operation where ARC Airmen can transact business from any location with web access, a phone, or a Personnel Office
  - **Save money and resources** as directed by SECDEF, SECAF, and CSAF by centralizing processes to facilitate web-based applications and gain efficiencies






# Headquarters Air Reserve Personnel Center

## PSD: Fast moving "Improvement" Trains



**Total  
Force**





# *Think about how technology has dramatically changed the way we do business*



# ***PSD: Concept isn't new***



**myPay**      **BEST**  
                 **AF Portal**  
**vMPF**  
-----  
**Contact Centers**      **vPC-GR**  
**vRed**      **LeaveWeb**

*These are just a few examples of how customers are using technology*

**PSD  
Transformation continues this effort:**

**More services will be made available online or through a contact**







# ***PSD : Current VPC-GR Capabilities***

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- **20 Year Letter (Re-Issue)**
- **Mortgage Letter**
- **Current Points Request**
- **Decor 6 Request**
- **Promotion Board Counseling Request**
- **Electronic Promotion Letter to the Board President**







# ***Reserve and Guard***

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## ***Update***

- Reserve and Guard will continue adding to online service offerings – you will be kept informed
- Current resources available:
  - vPC-GR and ARPC Contact Center
  - <http://arpc.afrc.af.mil>; 800-525-0102

***Continue to use the same resources you use today...for now***

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# ***Civilian PSD Update***

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- PSD applies to all Airmen (Military & Civilian)
  - Provides the framework for Civilian Personnel transformation efforts
  
- SES-level Strategic Session: Feb 06
  - Centralization of Transactional Services
  - Strategic/Key Advisors at Bases
  
- Next Steps
  - Process Design & Manpower Validation Workshops
  - NSPS Implementation
  - Classification & Manpower Integration
  - BRAC Workload Transition

***Civilian Airmen - valued service providers now and in the future!***

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# *The First Step*



**Airmen**



**Web-based Applications**  
Online Tools & Resources

Adding new applications and information to **vPC-GR** via Personnel Processing Applications



**Contact Center**

Phone, E-mail, Fax, & Mail

Expand existing **Contact Centers** to handle personnel actions previously done in MPF



**Front Line at Base**

CSS, MPF

Keep **face-to-face** service where it makes sense





# ***What's Changing for the Reserves?***

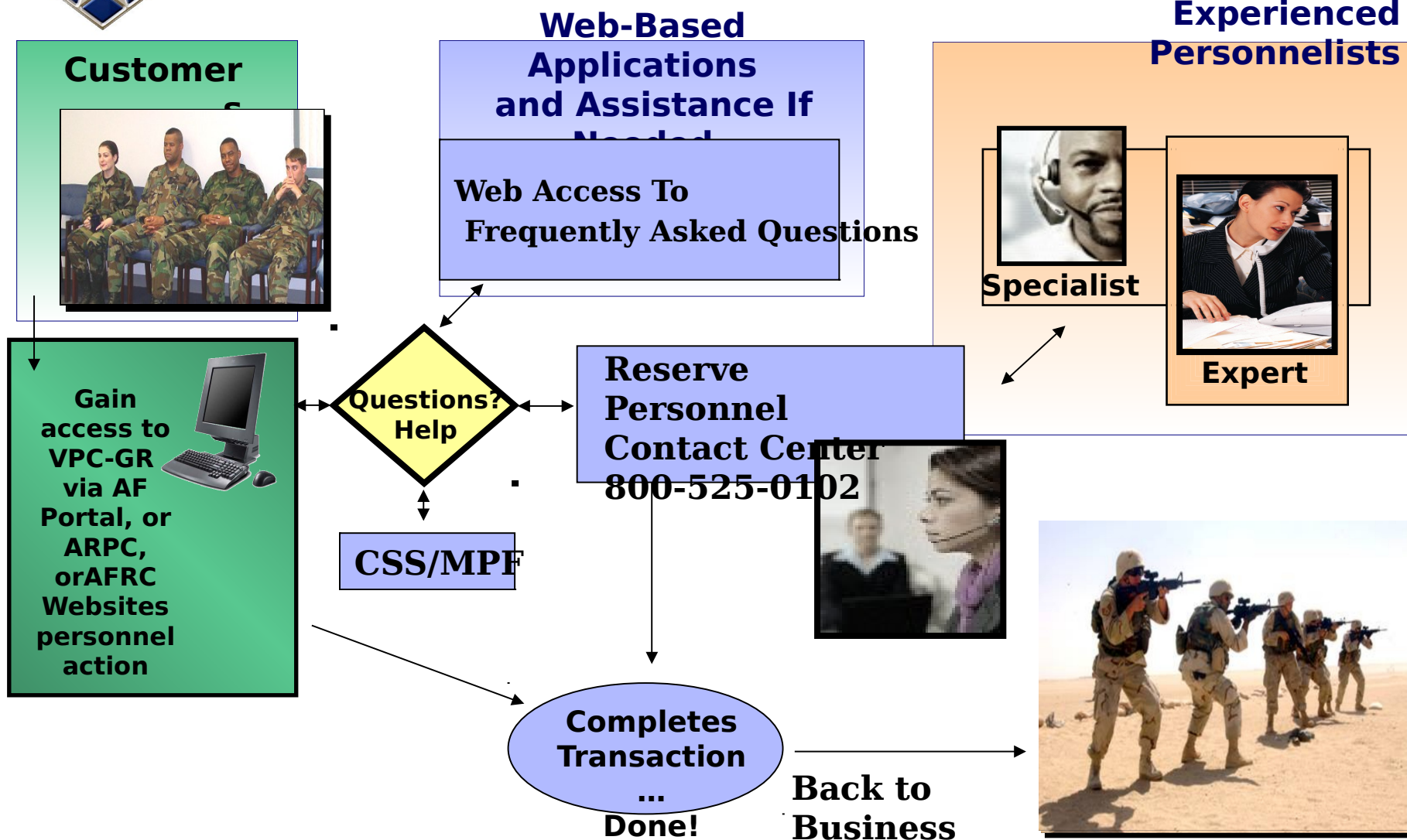
These Actions Will Be Pulled Out of Reserve MPF's Incrementally Starting with Duty History 31 Mar 06

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>▪ <b>Duty History</b></li><li>▪ <b>Retirements</b></li><li>▪ <b>Separations</b></li><li>▪ <b>Enlisted Promotions</b></li><li>▪ <b>Evaluations</b></li><li>▪ <b>Awards &amp; Decs</b></li></ul> | <ul style="list-style-type: none"><li>▪ <b>Reenlistments</b></li><li>▪ <b>Duty Status</b></li><li>▪ <b>Assignments</b></li><li>▪ <b>Classifications</b></li><li>▪ <b>Retraining</b></li><li>▪ <b>Adverse Actions</b></li><li>▪ <b>Accessions</b></li></ul> |
|--|--|





# *How PSD Will Work*






# How to Get Work Center Work Expansion

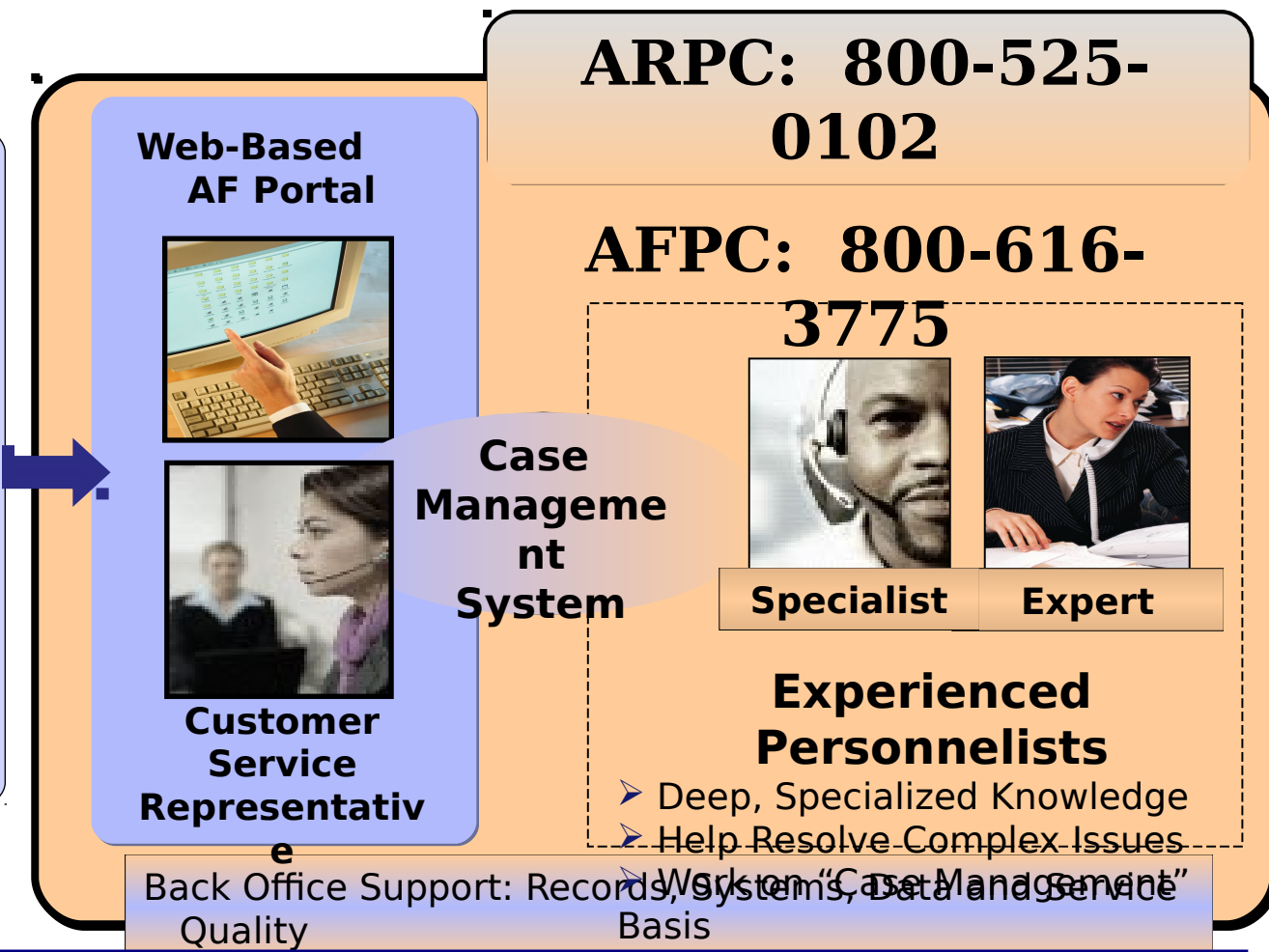
**Customers Get On Line at...**

Work Center  
CSS  
Home  
Kiosk  
Library



**Or They Can...**

Call  
Email  
Fax  
Mail





# ***PSD Resources***

- Creating **AF PSD Handbook** to include more info on Personnel processes and programs for the field
  - Will include process flowcharts
  - Step-by-Step instructions for Contact Center, MPF, CSS, etc.
  - On-line, easy navigation, hot links to references
  - Long Term Goal: Add all personnel processes and programs (even those that do not have a MilPDS update)
- Revising ARPC AND AFRC Website for easy user access

**<http://arpc.afrc.af.mil/psd/default.asp>**







# ***PSD Duty History Testing***

- End-to-End customer interface and process flow
- Started March 2006
- Isolated laboratory environment and in the field
- Emulate each “station” in the process:
  - Member, CC, CSS/MPF, Contact Ctr, ARPC
  - Isolated workstations
  - Local MPFs/CSSs to Assist
  - Stakeholders / Business Process Owner over shoulder

**If it isn't fully tested/accepted, it won't be fielded**





# ***Duty History***

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- **Today**
  - **Member identifies corrections to duty history**
  - **CSS validates and updates member's duty history**
- **31 March**
  - **Member identifies error / completes web-based application**
  - **Contact Center validates and updates member's duty history**
- **What it means to me?**
  - **Less time away from the duty location**
  - **24/7 access to application and counseling**
- **What's new for me?**
  - **On-line application for changes**
  - **Scan and attach or FAX required documents**





# Log onto the AF Portal

**www.my.af.  
mil**



## Password Log In

Username:

Password:

[Forgot Your Username or Password?](#)

[Log In](#)

## CAC Log In

Insert your CAC card to begin.

[First Time?](#)

[Log In](#)

## Help Center

### Top 5 Questions:

- › [How do I retrieve my password or username?](#)
- › [Password not working?](#)
- › [How do I register?](#)
- › [Problems with drop down menus in "My profile/Personal Details"](#)
- › [What are account benefits?](#)

## Not A Member?

- › [View Account Requirements](#)
- › [Register for a new AF Portal Account with your CAC](#)
- › [Register for a new AF Portal Account without a CAC](#)
- › [Enable your CAC for Login](#)
- › [Sponsor a Friend or Family Member](#)

### Other Topics:

- › [Frequently Asked Questions](#)
- › [Enable your CAC for Login](#)
- › [CAC User's Guide](#)
- › [Contact Help Desk](#)



[Hi-Res Video \(Media Player 22MB\)](#)

[Low-Res Video \(Media Player 5MB\)](#)

[View Video Transcript](#)

## Get on the Same Page

The AF Portal is transforming the way we do business. It's an award-winning program and we're not standing still. We listened to our Airmen and made some big improvements to:

- Reduce the number of clicks
- Simplify and unify the design
- Upgrade our search performance
- Make it easy to build your own Workspace
- Provide new and timely content

It's all there — information, collaboration and applications — so you can do your job, manage your career and live your life in the Air Force.

› [Get the Full Details on What's Changed \(PDF 2MB\)](#)

## Get on the same page.

<b>Everyone.</b>	Over 700,000 users
<b>Everywhere.</b>	At home, at work or deployed
<b>Everyday.</b>	24 x 7 x 365

## Friends and Family

- › [Access Friends and Family](#)
- › [Sponsor a Friend or Family Member](#)

## Updates to the Portal

**Prevent Identity Theft.** The Air Force Portal will not request your username, password, or Social Security Number via email. If you receive any messages of this sort, please contact the Combat Support System Help Desk immediately.





# Select "Career"

The screenshot shows the AF Portal website interface. At the top, there's a header with the AF Portal logo and navigation links: AF PORTAL, WHITE PAGES, HELP, LOGO. Below this is a search bar and a secondary navigation bar with links: AFIM, EMAIL, FAVORITES, COMMUNITIES, MY PROFILE, ALERTS. The main navigation bar includes: Home, Workspace, Air Force, Bases-Orgs-Functional Areas, Life & Career, and Library. The 'Life & Career' dropdown menu is open, showing options: Career, Health, Life Matters, Money, Travel, and Legal. A red circle highlights this menu, and a red arrow points to the 'Career' option. The main content area features 'News Headlines' with links to top stories, a 'Weather' section with a forecast map, and a 'What's Changed on the AF Portal?' section with a list of updates. On the right, there's an 'Air Force Indexes' section with links to various listings.







# Select "Guard and Reserve Members"

The screenshot shows the AF Portal website interface. At the top, there's a banner with an F-35 fighter jet and the text "AF Portal". Below the banner is a navigation bar with links: Home, Workspace, Air Force, Bases-Orgs-Functional Areas, Life & Career, and Library. A secondary navigation bar includes links for AFIM, EMAIL, FAVORITES, COMMUNITIES, MY PROFILE, and ALERTS. On the left side, there's a sidebar with a list of categories: Civilian Information, Management Innovation, Military, Other Online Resources, and Retiree. The main content area is titled "Career" and contains several links with accompanying images: Active Duty, Civilian Employees, Guard and Reserve (highlighted with a red circle and a red arrow), PERSCO, Retirees and Veterans, and Family Support. Each link has a brief description of the service. On the right side, there's a section titled "Air Force Indexes" with links for Base A-Z Listing, Organization A-Z Listing, Functional Areas A-Z Listing, Application A-Z Listing, and Topic A-Z Listing. Below that is a "Recently Modified" section. At the bottom, there are sections for "AF Customer Service Center" (with a phone number 1-800-616-3775) and "Virtual Personnel Services Center".

**Career**

- Active Duty**  
The Air Force Personnel Center (AFPC), has responsibility for managing active duty personnel programs such as assignments, PME, etc. [Active Duty Members](#).
- Civilian Employees**  
The Air Force Personnel Center (AFPC) provides Air Force commanders, military members, and civilian employees with world-class civilian personnel services. [Civilian Employees](#).
- Guard and Reserve**  
The Air Reserve Personnel Center ensures the nation always has a warrior bank of mission-ready Air Guardsmen and Reservists for mobilization and Air Force augmentation. [Guard and Reserve Members](#).
- PERSCO**  
Personnel Support for Contingency Operations ensures the Air Force can rapidly respond to any contingency and meet its primary mission--war fighting. [PERSCO](#).
- Retirees and Veterans**  
The Air Force Personnel Center (AFPC) manages the Air Force Retiree Activities Program, the Survivor Benefit Plan, etc. [Retirees and Veterans](#).
- Family Support**  
The Air Force Personnel Center (AFPC) provides a global responsive and diverse system of family support services for the Total Force. [Family Support Services](#).

**Air Force Indexes**

- Base A-Z Listing
- Organization A-Z Listing
- Functional Areas A-Z Listing
- Application A-Z Listing
- Topic A-Z Listing

**Recently Modified**

**AF Customer Service Center** 1-800-616-3775 [WORKSPACE](#)

**AF Customer Service Center On-line . . . or contact 1-800-616-3775** [detail](#)

- Air Force Customer Service Center

**Military Self-Service Applications** [detail](#)

- vMPF - virtual Military Personnel Flight
- AFOQTS - Air Force Officer Qualification Test Score
- AFVEC - AF virtual Education Center
- AMS - Assignment Management System

**Virtual Personnel Services Center** [WORKSPACE](#)

**Top Viewed Items** [detail](#)

- Air Force Assignments
- Airman Assignments
- Enlisted Promotions
- Enlisted Promotion Scores
- Civilian Personnel Operations
- Officer Promotions
- Awards and Decorations





# ARPC Website

<http://arpc.afrc.af.mil>



## Air Reserve Personnel Center

[Support](#) [Assignments](#) [Promotions](#) [Retirements](#) [Separations](#) [Points](#) [E-Publishing](#) [Sitemap](#)

### ARPC Home

- Hot News**
  - Hot off the Press
  - ARPC expands operations hours for drilling Reservists
  - Reserve School Selection Board Announcement Aug 06
  - Major promotion boards rescheduled
- Quick Links**
  - Sitemap
  - Annual Health Notice
  - Program Managers
  - AROWS-R / WOTS
  - More Links...
- Contact ARPC**
  - Phone & Email
  - Contact Directory
  - Calling from Overseas
  - Customer Support
- Customer Support**
  - Support Home
  - Frequently Asked Questions

### ARPC Status: **OPEN**

#### Main Subjects

Address Changes	Education	Individual Reserve Guide
Air National Guard	Event Support	Judge Advocate
Awards & Decorations	Entitlements	Online Tools
Biographies	Family Assistance	Orders & Travel
Chaplain Services	FOIA	Plans & Policy
Customer Assistance	Health Services	Training

#### In The News

- ARPC expands operations hours for drilling Reservists
- Major promotion boards reschedule
- Duty History centralized for Reservists
- 97th Air Force uniform board results
- 2006 National Defense Authorization Act
- The 2006 Guard and Reserve Personnel Fact Sheets are now online
- More news articles

#### Around the World



DENVER - The Air Force Reserve Contact Center here is the sole point of contact for Air Force reservists to enroll in Tricare...[\[read more\]](#)

#### Top Ten FAQs

### ARPC Featured



#### FAQ

Online Customer Support

1-800-626-1022



#### VPC-GR online

<http://arpc.afrc.af.mil/support>



#### IMA WELCOME PACKAGE



#### Air Reserve Personnel UPDATE

Download your copy today!



#### RCSBP Online Calculators

Participation



#### Mobilization

### Online With ARPC



Virtual Personnel Center Guard Reserve - ARPC's new self-serve Web based section of the Contact Center is taking yet another step forward. The new contact center is exclusive to ARPC and its customers, and now it shows. The Web site that allows customers to take issues into their own hands now has its own logo...[\[read more\]](#)

### What Do You Want To Do?

- Frequently Asked Questions
- Log In to your Account
- Create New Account
- New Support Request
- Submit Online Transaction





# Go to vPC-GR

**Air Reserve Personnel Center**

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

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    - Major promotion boards rescheduled
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  - Sitemap
  - Annual Health Notice
  - Program Managers
  - AROWS-R / WOTS
  - More Links...
- Contact ARPC
  - Phone & Email
  - Contact Directory
  - Calling from Overseas
  - Customer Support
- Customer Support
  - Support Home
  - Frequently Asked Questions

**Main Subject**

- Address Change
- Air National Guard
- Awards & Decorations
- Biographies
- Chaplain Services
- Customer Assistance
- Education
- Event Support
- Financial Assistance
- Health Services
- Individual Reserve Guide
- Judge Advocate
- Online Tools
- Orders & Travel
- Plans & Policy

**In The News**

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**vPC-GR online**

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**ARPC Featured**

FAQ

Online Customer Support

1-800-626-1002

**PC-GR online**

http://arpc.afrc.af.mil/support

**IMA WELCOME PACKAGE**

**UPDATE**

Download your copy today!

**RCSBP**

Online Calculators

Participation

**Mobilization**







# Reserve Personnel Contact Center



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

**ARPC Home**

- Customer Support**
  - Support Home
  - Frequently Asked Questions
  - New Support Request
- Account Tools**
  - Log In
  - Log Out
  - New Account
  - Change Password
  - Reset Password
  - My Requests
  - My Profile
- Secure Transactions**
  - Board Counseling
  - Decor 6 Request
  - Letter to the Board
- Reports / Information**
  - Current Points
  - 20 Year Letter
  - Mortgage Letter

### Reserve Personnel Contact Center

**Secure Transactions**

- [AIG Orientation Registration](#)
- [AFIADL \(ECI\) Training](#)
- [Board Counseling](#)
- [Conference Request](#)
- [Decor 6 Request](#)
- [Formal School Request](#)
- [Home Town Blue](#)
- [Letter to the Board](#)
- [PM Secure Application](#)
- [Visitor Registration](#)

**Reports & Information**

- [Current Points](#)
- [20 Year Letter](#)
- [Mortgage Letter](#)

**Account Tools**

- [Log In | Log Out](#)
- [New Account](#)
- [Change Password](#)
- [Reset Password](#)
- [My Requests](#)
- [My Profile](#)

**Toll Free**

(0600 to 1800 MST / Monday - Friday)  
**1-800-525-0102**, DSN 926-6528

**Fax**


Commercial 478-327-2215, DSN 497-2215



 [Print](#)  
 [Save](#)  
 [Email](#)



# Frequently Asked Questions



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

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  - Board Counseling
  - Decor & Request
  - Letter to the Board
- Reports / Information
  - Current Points
  - 20 Year Letter
  - Medals & Letter

### Frequently Asked Questions

If you are unable to find the answer you need, use the New Request link to contact Customer Support.

#### Search Options

Category  Optional  
Subcategory  Optional  
Answer Text  Optional words or phrase  
Keywords  Optional key words

#### Search Results

(Select the column headers to change the sort order)

Showing 1 - 50 of 762 Page 1 Refresh

Rank	Category	Subcategory	Question
69465	Virtual MPF (v...	Miscellaneous	Virtual MPF (vMPF) - Update Personnel data, Points, and your Emerg...
40172	Retirement Is...	Retired Pay	How do I calculate my projected retirement pay?
18512	Assignments/...	Assignment ...	How do I locate and apply for IMA Vacancies?
16396	Mobilization/D...	Who is subje...	What are my chances of being involuntarily mobilized?
15206	Retirement Is...	Retirement at ...	Will my Reserve Retired Pay effect my Future Social Security Paymen...
14002	Promotions	Enlisted Prom...	What is the cut-off date for eligibility under the 12/20 rule for TSgt/MS...
12969	Retirement Is...	Retired Pay	Why is my retired pay calculated using retirement points instead of m...
12969	Retirement Is...	Retirement	Why is my retired pay calculated using retirement points instead of m...

Can I update my DD form 93, Emergency Data online?

Last Updated 12/1/2005





# New Support Request



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

**ARPC Home**

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  - Letter to the Board
- Reports / Information
  - Current Points
  - 20 Year Letter

### New Support Request

Salutation\*  
First Name\*  
Middle Name  
Last Name\*

Social Security Number  
Telephone Number\*  
Component\*

Email Address\*  
Email Confirm\*

Request Category\*  
Request Type\*  
Request Subject\*  
Request Details

File Name	Max Size	Attach Label
		External Attache...
		External Attache...
		External Attache...

(Select a row inside the table to add an attachment)

Submit Request

Clear All Fields








# New Account

Log In  
New Account  
Change Password  
Reset Password  
My Requests  
My Profile



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

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  - Decor 6 Request
  - Letter to the Board
- Reports / Information**
  - Current Points
  - 20 Year Letter
  - Membership Letter

### New Account

A customer account gives you access to your current and past requests, allows you to update your personal profile, and simplifies creation of new customer support requests.

Customer accounts are required to access certain areas (Letter to the Board, Board Counseling, etc.)

To create a new customer account, fill out the fields below and click the Submit button. If you already have an account, select the Login link to access your existing account. If you cannot remember your login name or password, select the Reset Password link.

When creating a new account, all bold fields are required. The Social Security number and date of birth allow us to uniquely identify your customer record and check for an existing account.

Salutation*	<input type="text"/>		Social Security Number*	<input type="text"/>	<input data-bbox="1651 792 1671 806" type="button" value="?"/>
First Name*	<input type="text"/>		Social Security Confirm*	<input type="text"/>	
Middle Name	<input type="text"/>		Date of Birth*	<input type="text"/>	<input data-bbox="1651 878 1671 892" type="button" value="📅"/>
Last Name*	<input type="text"/>		Telephone Number*	<input type="text"/>	<input type="text"/>
Email Address*	<input type="text"/>				
Email Confirm*	<input type="text"/>				



# DECOR 6 Request





## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

**Lt Col John Demo**

### New Customer Support Request

*\* If your personal information has changed, please update your profile before submitting a new request.*

<b>Salutation*</b>	<input type="text" value="Lt Col"/>	<input type="button" value="v"/>	<b>Telephone Number*</b>	<input type="text" value="303"/>	<input type="text" value="676-6388"/>
<b>First Name*</b>	<input type="text" value="John"/>		<b>Component*</b>	<input type="text" value=""/>	
<b>Middle Name</b>	<input type="text" value=""/>				
<b>Last Name*</b>	<input type="text" value="Demo"/>				
<b>Email Address*</b>	<input type="text" value="john.demo@arpc.denver.af.mil"/>			<input type="button" value=""/>	
<b>Email Confirm*</b>	<input type="text" value="john.demo@arpc.denver.af.mil"/>			<input type="button" value=""/>	

<b>Request Category*</b>	<input type="text" value="Awards and Decorations"/>	<input type="button" value="v"/>
<b>Request Type*</b>	<input type="text" value="Decor 6 (New Decoration Submission)"/>	<input type="button" value="v"/>
<b>Request Subject*</b>	<input type="text" value=""/>	
<b>Request Details</b>	<input type="text" value=""/>	

**ARPC Home**

- Customer Support**
  - Support Home
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  - Reset Password
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  - Decor 6 Request
  - Letter to the Board
- Reports / Information**
  - Current Points
  - 20 Year Letter





# Promotion Boarding



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

### Board Counseling

*\* If your personal information has changed, please update your profile before submitting a new request.*

Salutation\*  
Lt Col

First Name\*  
John

Middle Name

Last Name\*  
Demo

Email Address\*  
john.demo@arpc.denver.af.mil

Email Confirm\*  
john.demo@arpc.denver.af.mil

Request Category\*  
Promotions

Request Type\*  
Board Counseling

Request Subject\*

Request Details

Telephone Number\*  
303 676-6388

Component\*

Attachments

File Name	Max Size	Attach Label
		External Attache...
		External Attache...
		External Attache...

(Select a row inside the table to add an attachment)

Submit Request


### ARPC Home

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  - Member Letter





# *Letter to the Promotion Board*



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

**Lt Col John Demo**

### Letter to the Promotion Board

Email Address

Contact Phone  \* If your contact information has changed, please update your profile.

#### Existing Letters

1 entries returned - 1 entries matched [Refresh](#)

Letter ID ▲	Board ID	Current Status	Date Created
LTB00059	Z9999Z	Review	11/30/2005 3:24:05 PM

[Delete](#) [Help](#)

#### Letter (New or Change)

You are communicating to the Board President, information you believe may affect your promotion. Make your communication brief and to the point. No supporting documents are necessary.

Board  [Select](#) Type  Convene Date

Letter Body

[Change](#) [Clear](#) [Sample Letter](#) [Help](#)

#### ARPC Home

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  - My Profile
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  - Board Counseling
  - Decor 6 Request
  - Letter to the Board
- Reports / Information
  - Current Points
  - 20 Year Letter
  - My Personal Letter







# 20 Year & Mortgage Letter / Points



## Air Reserve Personnel Center

Support Assignments Promotions Retirements Separations Points E-Publishing Sitemap

Lt Col John Demo

### 20 Year Letter / Mortgage Letter / Retirement Points

Your current total points for retirement are shown below.

If you have accumulated 20 years of satisfactory service, the 20-year notification date and points accrued by that date will also be displayed. Additionally, you will be able to open and print your 20-year letter (reissue) and your mortgage letter.

If you are already retired and drawing pay, your retirement points and letters are not available on this web page. Please use the New Support Request link to request your total retirement points.

Total Retirement Points	6975	Last Updated Date (YYYY-MM-DD)	2005-11-30
Points at Notification	5788	20 Year Notification Date (YYYY-MM-DD)	2000-12-31

Reissue 20 Year LetterNew Mortgage Letter

(\* Letters are rendered in PDF format and should be displayed within 30 seconds.)

[Frequently Asked Questions - Retirement](#)  
[Frequently Asked Questions - Point Credit](#)  
[New Support Request - 20 Year Letter](#)  
[New Support Request - Mortgage Letter](#)

#### ARPC Home

- Customer Support
  - Support Home
  - Frequently Asked Questions
  - New Support Request
- Account Tools
  - Log In
  - Log Out
  - New Account
  - Change Password
  - Reset Password
  - My Requests
  - My Profile
- Secure Transactions
  - Board Counseling
  - Decor 6 Request
  - Letter to the Board
- Reports / Information
  - Current Points
  - 20 Year Letter
  - Mortgage Letter





# ***Role of Personnelists at MPF/CSS***

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- **Responsible for remaining MPF/CSS programs**
- **Continued role advising CCs on personnel issues**
- **Assist Airmen and CCs with migration to web-based actions**
- **Ensure you are aware and kept up-to-date of PSD changes, organizational changes, etc.**
- **Assist Airmen and CCs with complex personnel programs**

***...With Fewer People***

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# *What Does This Mean to Me?*

- **Improved access to more accurate information**
  - 24/7 service via the Web and/or the Reserve Personnel Contact Center
  - World-wide access
  - Immediate access to personal data & general information
- **More direct control over career-affecting matters**
- **Less need for travel and waiting**
- **Continued access to speak directly with experts at base level and the RPCC (800-525-**



**Less time waiting  
means more  
productivity!**

**Enabling  
Warfighters!**





# ***How Do I Get Ready?***

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- **Make sure your AF Portal account is active and up to date**
- **Find computer/phone access - on base or at home**
- **Understand MPFs are getting smaller**
- **Stay Informed!**

***Prepare Now—Be Ready for Tomorrow***





# Questions

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## Personnel Services Delivery Transformation

"Supporting the Warfighter through World Class Personnel Services"

